

### STATEMENT OF SUBSTANCE OF INTERVIEW

Applicant appreciates Examiner Sander's and Vo's participation in a telephonic conference of March 11, 2008 with Applicant's representatives Benjamin Keim and David Foster. Applicant wishes to thank the Examiners for their time and consideration.

During the interview, Applicant's representatives discussed the differences between the claimed subject matter of the application and the cited references. Specifically, Applicant's representatives presented arguments as to how the subject matter in the references fails to disclose, teach, or suggest features recited in the claims, such as converting unstructured service requests to structured answer objects and structured answer objects organized in a symptom-cause-resolution hierarchy.

During the interview Applicant's representatives also discussed proposed amendments to the claims. In the interest of expediting prosecution of the application, and without conceding the propriety of the rejection, Applicant proposes to amend the independent claims to further clarify features of Applicant's claimed subject matter.

Applicant's representatives understood the Examiners to tentatively agree that the proposed amendments overcome the outstanding rejections based on Cooperman and Fratkina. The Examiners indicated that an updated search would be needed.

Proposed claim amendments responsive to the §101 and §112 rejections were also discussed during the interview. Applicant's representatives understood the Examiners to agree that the proposed amendments would overcome all §101 and §112 rejections.

Applicant submits that all of the pending claims are in condition for allowance.